	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
Gender						
Male	44.6%	42.4%	34.5%	46.9%	42.8%	68.8%
Female	55.4%	57.6%	65.5%	53.1%	57.2%	31.2%
Ethnicity						
Hispanic	54.6%	60.8%	91.9%	18.2%	32.6%	40.1%
White, non-Hispanic	19.9%	12.5%	8.1%	3.0%	32.5%	47.8%
African-American, Black	15.8%	17.6%	.0%	62.2%	9.4%	.0%
Haitian	2.8%	2.8%	.0%	8.4%	4.1%	.0%
Other	5.0%	3.8%	.0%	8.3%	21.3%	12.0%
Refused	1.8%	2.5%	.0%	.0%	.0%	.0%
Household Income						
Less than $15,000	12.4%	16.7%	12.3%	13.2%	3.9%	3.5%
$15,000 to $24,999	9.4%	9.8%	14.0%	10.3%	7.8%	3.5%
$25,000 to $34,999	10.3%	11.0%	13.1%	5.2%	9.1%	38.1%
$35,000 to $49,999	9.5%	10.7%	9.8%	14.5%	.0%	4.3%
$50,000 to $74,999	13.8%	9.7%	13.9%	18.4%	25.8%	5.1%
$75,000 to $99,999	9.4%	8.4%	15.5%	2.0%	23.2%	.0%
$100,000 to $149,999	6.7%	7.9%	4.1%	.0%	3.9%	3.5%
$150,000 to $199,999	2.8%	1.3%	2.5%	.0%	3.2%	4.3%
$200,000 or more	3.2%	1.9%	.0%	.0%	6.5%	10.3%
Refused	22.5%	22.5%	14.7%	36.3%	16.5%	27.4%
Library User (Visitor) Group						
HH where adults only use (visit) library (past year)	37.2%	37.8%	30.3%	41.2%	55.7%	44.0%
HH where children use (visit) library (past year)	24.8%	25.2%	28.7%	10.2%	13.1%	9.4%
HH where no one uses (visits) library (past year)	38.1%	37.0%	41.0%	48.7%	31.1%	46.6%

		Municipality				
	Total Sample	**Miami**	**Hialeah**	**Miami Gardens**	**Homestead**	**Miami Beach**
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
Education						
Less than a High School Diploma	6.7%	8.6%	10.7%	2.0%	2.6%	3.5%
A High School Diploma or GED	17.4%	18.6%	31.2%	24.6%	15.0%	15.7%
Some college	14.5%	14.4%	17.6%	29.2%	7.9%	5.2%
Associate's degree [two year college or technical school]	15.9%	18.8%	10.2%	23.9%	2.6%	9.4%
Bachelor's degree [four year college]	25.8%	22.7%	19.6%	5.1%	53.6%	22.3%
Graduate degree [Master's or Doctorate]	18.3%	14.6%	8.2%	15.3%	18.3%	43.9%
Refused	1.3%	2.1%	2.5%	.0%	.0%	.0%
Commission District						
CCD 01	8.3%	2.3%	5.3%	100.0%	.0%	.0%
CCD 02	7.4%	9.9%	.0%	.0%	.0%	.0%
CCD 03	7.8%	12.8%	.0%	.0%	.0%	5.2%
CCD 04	7.9%	1.2%	.0%	.0%	.0%	48.3%
CCD 05	7.7%	11.2%	.0%	.0%	.0%	46.5%
CCD 06	7.0%	6.9%	13.1%	.0%	.0%	.0%
CCD 07	7.9%	7.3%	.0%	.0%	.0%	.0%
CCD 08	8.1%	4.0%	.0%	.0%	63.8%	.0%
CCD 09	8.0%	10.1%	.0%	.0%	36.2%	.0%
CCD 10	8.2%	15.3%	.0%	.0%	.0%	.0%
CCD 11	7.7%	14.3%	.0%	.0%	.0%	.0%
CCD 12	7.0%	4.7%	22.5%	.0%	.0%	.0%
CCD 13	7.1%	.0%	59.0%	.0%	.0%	.0%
Sample group						
21-55, with children	34.5%	32.7%	39.3%	35.2%	19.6%	35.3%
21-55, no children	32.4%	33.2%	30.3%	31.9%	36.6%	31.0%
over 55	33.1%	34.1%	30.4%	32.8%	43.8%	33.7%

		Municipality				
	Total Sample	Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
How familiar are you with the public libraries in Miami-Dade County?						
Extremely familiar (4)	27.6%	27.8%	16.4%	31.6%	30.0%	28.4%
Familiar (3)	26.3%	23.5%	22.1%	33.4%	49.1%	30.3%
Slightly familiar (2)	20.8%	21.4%	25.4%	16.5%	6.4%	14.5%
Not at all familiar (1)	25.3%	27.1%	36.1%	18.5%	14.4%	26.7%
Refused/no answer	.1%	.2%	.0%	.0%	.0%	.0%
Mean	2.6	2.5	2.2	2.8	2.9	2.6
Do you have a Miami-Dade Public Library card?						
Yes	55.2%	53.2%	47.9%	51.4%	64.7%	57.7%
No	44.4%	46.5%	52.1%	48.6%	35.3%	42.3%
Don't know/refused	.4%	.4%	.0%	.0%	.0%	.0%
Not including yourself, number of adults 18+ in household (HH)						
No other adults in HH	22.0%	22.7%	11.5%	37.0%	21.3%	22.3%
One other adult in HH	42.3%	40.6%	31.1%	29.9%	43.8%	58.6%
Two other adults in HH	18.4%	20.4%	31.6%	18.6%	16.2%	8.6%
Three or more other adults in HH	16.8%	16.0%	25.8%	14.5%	18.7%	10.5%
Refused	.5%	.3%	.0%	.0%	.0%	.0%
Number of children in household (HH)						
No children in HH	62.4%	64.4%	58.2%	62.7%	80.4%	64.7%
One child in HH	15.9%	13.6%	27.9%	17.5%	6.4%	15.6%
Two children in HH	14.3%	15.3%	7.3%	8.4%	6.5%	19.7%
Three or more children in HH	6.7%	6.2%	6.6%	11.3%	6.7%	.0%
Refused	.8%	.5%	.0%	.0%	.0%	.0%

Final Data (Weighted)
Crosstabs by Top Municipalities

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
Household public library visits						
At least one person in HH has been to library in past year	61.0%	62.1%	59.0%	51.3%	68.9%	53.4%
At least one person in HH has been to library in past 5 years, but none confirmed within past year	11.6%	9.6%	4.9%	17.8%	16.8%	24.0%
No one in HH has visited library in past 5 years	25.9%	26.9%	36.1%	30.9%	14.3%	22.5%
Unsure about library visits	1.5%	1.4%	.0%	.0%	.0%	.0%
Personally visited public library						
Daily	1.2%	1.5%	.0%	2.0%	.0%	3.5%
Once a week	12.3%	13.2%	4.1%	12.2%	12.8%	20.8%
Once a month	16.4%	16.5%	10.7%	17.6%	13.3%	14.6%
Less than once a month	22.3%	19.9%	33.2%	16.6%	40.2%	5.1%
Within the last 5 years but not within past year	15.2%	15.2%	8.6%	14.4%	19.4%	23.1%
Not within the last 5 years	32.4%	33.5%	43.5%	37.2%	14.3%	32.9%
Refused/no answer	.3%	.2%	.0%	.0%	.0%	.0%
Other adults in HH visited library						
No other adults in HH	22.0%	22.7%	11.5%	37.0%	21.3%	22.3%
At least one other adult in HH has been to library in past year	33.0%	36.6%	37.7%	17.2%	29.5%	25.9%
At least one other adult in HH has been to library in past 5 years but none confirmed within PY	11.0%	8.7%	11.1%	16.8%	14.2%	19.7%
No other adults in HH have been to library in past 5 years	29.7%	29.6%	37.7%	24.9%	20.5%	32.1%
At least one other adult in HH, unsure about library visits	3.8%	2.0%	2.0%	4.1%	14.5%	.0%
Refused question about number of other adults in HH	.5%	.3%	.0%	.0%	.0%	.0%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
Children in HH visited library						
No children in HH	62.4%	64.4%	58.2%	62.7%	80.4%	64.7%
At least one child in HH has been to library in past year	24.4%	24.8%	28.7%	10.2%	13.1%	9.4%
At least one child in HH has been to library in past 5 years but none confirmed within past year	3.4%	3.3%	1.6%	8.3%	.0%	5.2%
No child in HH has been to library in past 5 years	8.8%	6.5%	11.5%	18.8%	6.5%	20.7%
At least one child in HH, unsure about library visits	.3%	.5%	.0%	.0%	.0%	.0%
Refused question about number of children in HH	.8%	.5%	.0%	.0%	.0%	.0%
OF HOUSEHOLDS WHERE AT LEAST ONE PERSON VISITED LIBRARY IN PAST YEAR, REASONS WHY HH VISITS LIBRARIES:	N=373	N=203	N=29	N=21	N=21	N=12
To borrow library books, DVDs, and other hard-copy materials	85.7%	85.2%	81.9%	85.9%	75.2%	72.8%
To have a quiet place to sit, read, study or play	62.6%	63.7%	54.9%	81.9%	57.3%	51.8%
To use the library's on-line databases to do research	50.6%	53.5%	31.3%	76.2%	34.8%	55.0%
To use the library's computers and printers	39.6%	40.1%	45.8%	76.1%	47.6%	37.1%
To access the Internet for free	38.0%	41.4%	41.0%	68.2%	28.5%	37.1%
To participate in educational or cultural programs for adults or children	37.5%	32.7%	38.1%	47.9%	32.3%	37.0%
To get passes to local museums and cultural events	28.5%	28.8%	22.9%	32.0%	29.0%	42.0%
To download e-books, music or audio-books	28.3%	29.5%	18.1%	39.9%	13.3%	19.6%
To use the community conference rooms	16.2%	15.7%	21.5%	30.2%	26.7%	9.6%
Other reason	4.5%	5.3%	13.2%	.0%	.0%	.0%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
(IF VISITED LIBRARY TO PARTICIPATE IN PROGRAMS): Specifically, what educational and cultural programs? *(MULTIPLE RESPONSES)*	N=139	N=66	N=11	N=11	N=7	N=4
Children's programs/activities	20.4%	15.7%	18.2%	50.2%	59.0%	.0%
Adult educational/information/activities	16.2%	18.0%	.0%	16.6%	11.7%	.0%
Reading program	12.3%	11.3%	7.3%	16.6%	34.7%	.0%
Cultural events/art/art exhibits	12.3%	8.1%	10.9%	8.3%	11.7%	47.7%
Storytelling/story time	11.1%	9.2%	.0%	.0%	36.0%	.0%
Computer class	5.0%	6.5%	9.0%	8.3%	.0%	.0%
Book discussion/book reading/poetry	5.0%	3.5%	.0%	8.3%	.0%	21.8%
Other	12.2%	14.3%	14.6%	8.3%	.0%	52.3%
Don't know (other family member went)/don't remember	18.7%	21.0%	39.9%	8.2%	11.7%	.0%
No response	.7%	1.5%	.0%	.0%	.0%	.0%
Out of all the reasons why people visit libraries, which three are the most important to you and your family? *(MULTIPLE RESPONSES)*	N=373	N=203	N=30	N=21	N=21	N=12
To borrow library books, DVDs, and other hard-copy materials	83.9%	85.1%	81.3%	65.8%	71.3%	75.8%
To have a quiet place to sit, read, study or play	46.2%	48.0%	41.0%	45.6%	44.0%	45.2%
To download e-books, music or audio-books	23.7%	22.5%	25.0%	28.0%	20.9%	29.2%
To access the Internet for free	18.9%	20.2%	24.3%	32.3%	18.8%	29.1%
To use the library's on-line databases to do research	16.0%	15.4%	22.9%	22.1%	.0%	6.5%
To use the library's computers and printers	13.5%	14.3%	10.4%	36.2%	14.1%	6.5%
To participate in educational or cultural programs for adults or children	11.1%	10.1%	9.7%	15.9%	20.8%	8.1%
To get passes to local museums and cultural events	6.7%	6.8%	9.0%	4.0%	15.5%	.0%
To use the community conference rooms	2.7%	2.5%	.0%	16.1%	.0%	6.5%
Other	5.5%	5.5%	5.6%	5.8%	5.5%	9.6%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
What library branch or location do you and your family visit most often?	N=371	N=202	N=31	N=21	N=21	N=13
LIBRARIES>WEST DADE REGIONAL - 9445 CORAL WAY	8.5%	14.8%	.0%	.0%	3.8%	.0%
LIBRARIES>NORTH DADE REGIONAL - 2455 NW 183 ST.	6.1%	1.6%	.0%	78.0%	.0%	.0%
LIBRARIES>KENDALL BRANCH - 9101 SW 97 AVE.	5.4%	9.6%	.0%	.0%	.0%	.0%
LIBRARIES>WEST KENDALL REGIONAL - 10201 HAMMOCKS BLVD.	5.2%	9.6%	.0%	.0%	.0%	.0%
LIBRARIES>SOUTH DADE REGIONAL - 10750 SW 211 ST.	5.1%	4.8%	.0%	.0%	24.9%	.0%
LIBRARIES>MIAMI LAKES BRANCH - 6699 WINDMILL GATE RD.	4.7%	.0%	19.4%	7.9%	.0%	.0%
LIBRARIES>CORAL REEF BRANCH - 9211 CORAL REEF DR.	4.6%	5.7%	.0%	.0%	.0%	.0%
LIBRARIES>CORAL GABLES BRANCH - 3443 SEGOVIA ST.	3.9%	3.5%	.0%	.0%	.0%	8.1%
LIBRARIES>PINECREST BRANCH - 5835 SW 111 ST.	3.3%	1.6%	2.8%	.0%	.0%	.0%
LIBRARIES>MAIN LIBRARY - 101 W FLAGLER ST.	3.3%	2.6%	.0%	.0%	.0%	16.1%
LIBRARIES>HOMESTEAD BRANCH - 700 N. HOMESTEAD BLVD.	3.3%	2.0%	.0%	.0%	38.8%	.0%
LIBRARIES>NORTH CENTRAL BRANCH - 9590 NW 27 AVE.	2.7%	3.9%	.0%	10.2%	.0%	.0%
LIBRARIES>GOLDEN GLADES BRANCH - 100 NE 166 ST.	2.3%	.4%	.0%	.0%	.0%	.0%
LIBRARIES>PALMETTO BAY BRANCH - 17641 OLD CUTLER ROAD	2.1%	.9%	.0%	.0%	5.7%	.0%
LIBRARIES>HIALEAH GARDENS BRANCH - 11300 NW 87 COURT	1.9%	.4%	16.0%	.0%	.0%	.0%
LIBRARIES>KENDALE LAKES BRANCH - 15205 SW 88 ST.	1.9%	3.5%	.0%	.0%	.0%	.0%
NOT MDPLS - HIALEAH JFK LIBRARY 190 West 49th Street	1.8%	.0%	22.9%	.0%	.0%	.0%
BOOK-MOBILES>Palermo Lakes Apartments - 5311 NW 7 Street	1.8%	1.4%	.0%	.0%	.0%	.0%
LIBRARIES>MIAMI BEACH REGIONAL - 227 22 ST.	1.7%	.4%	.0%	.0%	.0%	37.2%
LIBRARIES>WEST FLAGLER BRANCH - 5050 WEST FLAGLER ST.	1.4%	2.0%	.0%	.0%	.0%	.0%
LIBRARIES>ALLAPATTAH BRANCH - 1799 NW 35 ST.	1.4%	2.6%	.0%	.0%	.0%	.0%
LIBRARIES>LITTLE RIVER BRANCH - 160 NE 79 ST.	1.3%	1.9%	.0%	.0%	.0%	.0%
LIBRARIES>INTERNATIONAL MALL BRANCH - 10315 NW 12 ST.	1.2%	1.4%	2.8%	.0%	.0%	.0%
LIBRARIES>LAKES OF THE MEADOW BRANCH - 4284 SW 152 AVE.	1.2%	2.2%	.0%	.0%	.0%	.0%
LIBRARIES>PALM SPRINGS NORTH BRANCH - 17601 NW 78 AVE.	1.1%	.0%	13.9%	.0%	.0%	.0%
LIBRARIES>SUNNY ISLES BEACH BRANCH - 18070 COLLINS AVE.	1.0%	.4%	.0%	.0%	.0%	.0%
LIBRARIES>HISPANIC BRANCH - 1398 SW 1 ST.	1.0%	.8%	7.0%	.0%	.0%	.0%
LIBRARIES>NORTH SHORE BRANCH - 7501 COLLINS AVE.	1.0%	.4%	.0%	.0%	.0%	22.5%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
What library branch or location do you and your family visit most often? (cont.)						
LIBRARIES>CULMER\OVERTOWN BRANCH - 350 NW 13 ST.	.9%	1.1%	.0%	.0%	.0%	.0%
LIBRARIES>NARANJA BRANCH - 14850 SW 280 ST.	.9%	1.2%	.0%	.0%	3.8%	.0%
LIBRARIES>FAIRLAWN BRANCH - 6376 SW 8 ST.	.9%	.6%	.0%	.0%	.0%	.0%
LIBRARIES>NORTHEAST BRANCH - 19200 WEST COUNTRY CLUB DR.	.9%	.0%	.0%	.0%	.0%	.0%
LIBRARIES>DORAL BRANCH - 10785 NW 58 ST.	.8%	.0%	.0%	.0%	.0%	.0%
LIBRARIES>SUNSET BRANCH - 10855 SW 72 ST., #13	.8%	1.5%	.0%	.0%	.0%	.0%
LIBRARIES>KEY BISCAYNE BRANCH - 299 CRANDON BLVD.	.8%	.4%	.0%	.0%	.0%	.0%
LIBRARIES>MODEL CITY BRANCH - 2211 NW 54 ST.	.8%	1.4%	.0%	.0%	.0%	.0%
LIBRARIES>SHENANDOAH BRANCH - 2111 SW 19 ST.	.8%	1.4%	.0%	.0%	.0%	.0%
LIBRARIES>VIRRICK PARK BRANCH - 3255 PLAZA ST.	.8%	1.4%	.0%	.0%	.0%	.0%
LIBRARIES>MIAMI SPRINGS BRANCH - 401 WESTWARD DRIVE	.7%	.4%	2.8%	.0%	.0%	.0%
LIBRARIES>SOUTH MIAMI BRANCH - 6000 SUNSET DRIVE.	.6%	.0%	.0%	.0%	.0%	.0%
LIBRARIES>ARCOLA LAKES - 8240 N.W. 7TH AVENUE	.6%	1.0%	.0%	.0%	.0%	.0%
LIBRARIES>EDISON CENTER BRANCH - 531 NW 62 ST.	.6%	1.0%	.0%	.0%	.0%	.0%
LIBRARIES>LEMON CITY BRANCH - 430 NE 61 ST.	.6%	1.0%	.0%	.0%	.0%	.0%
NOT MDPLS - OUTSIDE MIAMI-DADE	.5%	.0%	2.8%	.0%	.0%	.0%
LIBRARIES>OPA-LOCKA BRANCH - 780 FISHERMAN ST., SUITE 140	.4%	.8%	.0%	.0%	.0%	.0%
LIBRARIES>CONCORD BRANCH - 3882 SW 112 AVE.	.3%	.6%	.0%	.0%	.0%	.0%
BOOK-MOBILES>Miami Jewish Home - 5100 NE 2 Avenue	.3%	.0%	.0%	.0%	.0%	9.6%
LIBRARIES>CALIFORNIA CLUB BRANCH - 850 IVES DAIRY RD.	.3%	.5%	.0%	.0%	.0%	.0%
LIBRARIES>COUNTRY WALK BRANCH - 15433 SW 137 AVE.	.2%	.4%	.0%	.0%	.0%	.0%
LIBRARIES>SOUTH SHORE BRANCH - 131 ALTON RD.	.2%	.0%	.0%	.0%	.0%	6.5%
Don't know/don't remember	6.2%	6.6%	9.7%	4.0%	23.1%	.0%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
Have you or your family ever asked a librarian for assistance?	N=374	N=202	N=29	N=20	N=21	N=13
Yes	72.2%	70.7%	65.2%	64.0%	90.5%	71.3%
No	27.8%	29.3%	34.8%	36.0%	9.5%	28.7%
(IF ASKED LIBRARIAN FOR ASSISTANCE): What was the reason you asked the librarian for assistance? (MULTIPLE RESPONSES)	N=269	N=203	N=29	N=20	N=21	N=13
Help with reference materials or other research question	87.0%	86.5%	80.8%	81.4%	89.5%	59.2%
Help using library equipment, like computers, printers, microform readers, copiers	29.1%	25.6%	39.4%	46.9%	25.9%	40.8%
Something else	1.7%	2.3%	.0%	.0%	.0%	.0%
Thinking about the hours this library is open, would you say that…	N=373	N=203	N=29	N=20	N=21	N=12
The hours are fine the way they are	66.7%	66.2%	71.6%	78.4%	55.2%	59.5%
The hours need to be changed	25.4%	28.1%	21.4%	11.9%	15.3%	32.4%
Refused/no response	7.9%	5.7%	7.0%	9.7%	29.5%	8.1%
(IF RESPONDED THAT HOURS NEED TO BE CHANGED): How should the hours be changed? (MULTIPLE RESPONSES)	N=94	N=57	N=7	N=3	N=3	N=4
Need to stay open later on weekdays	70.6%	72.8%	74.0%	66.6%	63.8%	50.4%
Need more weekend hours	48.2%	53.5%	45.0%	33.4%	24.8%	29.5%
Need to be open earlier on weekdays	31.6%	30.1%	29.0%	33.4%	36.2%	49.6%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
Overall, how satisfied are you with your experiences at this library location?	N=374	N=202	N=29	N=20	N=22	N=12
Very satisfied (5)	70.5%	72.3%	64.6%	82.4%	67.6%	72.6%
Satisfied (4)	24.6%	23.1%	25.0%	17.6%	23.1%	27.4%
Neither satisfied nor dissatisfied (3)	2.4%	3.0%	2.8%	.0%	5.5%	.0%
Dissatisfied (2)	1.0%	1.0%	.0%	.0%	3.8%	.0%
Very dissatisfied (1)	.0%	.0%	.0%	.0%	.0%	.0%
Refused/no answer	1.5%	.6%	7.6%	.0%	.0%	.0%
Mean	4.7	4.7	4.8	4.8	4.5	4.7
(IF SATIFIED OR VERY SATISFIED): What makes you so satisfied with your experiences at this location? (MULTIPLE RESPONSES)	N=356	N=192	N=28	N=22	N=19	N=12
Customer service	48.1%	48.1%	62.8%	53.9%	74.9%	33.7%
Collection/services	33.8%	37.6%	21.7%	4.0%	17.0%	40.7%
Facility/atmosphere	22.4%	20.9%	14.7%	34.2%	20.9%	41.9%
Convenient/accessible/close	19.5%	20.6%	18.6%	32.0%	12.5%	.0%
Made recommendation	1.7%	1.3%	3.1%	4.0%	.0%	.0%
No complaints/never had issues	1.3%	1.3%	.0%	.0%	.0%	.0%
Other	6.8%	6.5%	10.0%	3.9%	4.2%	9.6%
No response	.2%	.4%	.0%	.0%	.0%	.0%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
(IF RESPONDENT HAS NOT VISITED A M-D COUNTY PUBLIC LIBRARY OVER THE PAST YEAR): What is the main reason why you have not visited a M-D County public library over the last 12 months? (MULTIPLE RESPONSES)	N=239	N=123	N=21	N=19	N=9	N=10
Don't need it/have not had a reason to go	30.3%	32.1%	28.0%	51.2%	12.3%	11.2%
Look for information/materials on the internet	28.2%	24.8%	22.0%	30.0%	32.9%	38.9%
No time/busy	15.3%	15.6%	16.0%	16.9%	13.2%	11.2%
I am old/sick/disabled/retired/don't go out	10.1%	11.2%	4.0%	14.6%	.0%	7.5%
Buy books	4.3%	3.3%	4.0%	.0%	.0%	.0%
Kids are grown/no kids at home	4.1%	3.3%	8.0%	.0%	.0%	.0%
Not interested	3.9%	5.3%	4.0%	.0%	.0%	.0%
Library too far away/don't have transportation	2.7%	3.6%	.0%	.0%	.0%	7.5%
No particular reason	2.5%	3.1%	.0%	.0%	8.4%	.0%
Go to a school/university library	2.4%	3.0%	.0%	.0%	12.3%	.0%
Not a reader/don't like reading	2.0%	1.6%	8.0%	.0%	.0%	.0%
Other	7.1%	5.3%	10.0%	4.2%	21.0%	31.1%
Do you access the Internet?						
Yes	78.0%	76.4%	69.3%	67.1%	87.6%	81.1%
No	21.9%	23.3%	30.7%	32.9%	12.4%	18.9%
Don't know	.1%	.3%	.0%	.0%	.0%	.0%
(IF RESPONDENT ACCESSES THE INTERNET): Where do you access the Internet? (MULTIPLE RESPONSES)	N=476	N=249	N=34	N=27	N=28	N=19
Home	94.7%	95.4%	90.5%	90.9%	97.0%	80.8%
Work	39.4%	39.6%	34.3%	29.2%	22.1%	66.7%
Library	14.1%	15.8%	10.7%	9.1%	12.0%	19.2%
Public WiFi such as Starbucks, Barnes and Noble, etc	12.6%	11.7%	20.7%	9.3%	.0%	5.3%
Some other place	2.5%	2.5%	5.9%	.0%	.0%	.0%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
Have you ever used the Library website?	N=476	N=250	N=35	N=28	N=27	N=19
Yes	29.4%	31.8%	14.2%	13.5%	22.4%	35.2%
No	69.2%	66.4%	85.8%	83.4%	73.9%	64.8%
Don't know/don't remember	1.3%	1.8%	.0%	3.0%	3.7%	.0%
OF HOUSEHOLDS WHERE RESPONDENT HAS USED LIBRARY WEBSITE, HOUSEHOLD USES ON THE LIBRARY WEBSITE:	N=140	N=80	N=5	N=4	N=6	N=7
Look up a book to see if it is available at a local branch	88.3%	89.1%	100.0%	100.0%	100.0%	87.8%
Renew a book	71.6%	72.7%	66.7%	77.5%	73.5%	87.8%
Get information on branch locations and hours	71.4%	68.9%	83.3%	77.5%	65.8%	42.8%
Place a hold on a book to be picked up or sent to my home	70.6%	69.1%	66.7%	45.0%	86.7%	72.7%
Do research	57.7%	58.8%	58.3%	67.5%	59.7%	30.5%
Search for an event or program	45.5%	39.6%	75.0%	45.0%	86.7%	12.2%
Download an e-book	40.9%	39.8%	66.7%	22.5%	13.3%	15.1%
Search E-Government [online Government information]	35.3%	35.1%	58.3%	22.5%	34.2%	12.2%
Download music or audio-books	32.4%	36.0%	25.0%	22.5%	13.3%	.0%
Other	12.8%	14.0%	16.7%	.0%	13.3%	12.2%
Overall, how satisfied are you with your on-line experiences with the Library website?	N=140	N=79	N=5	N=4	N=7	N=6
Very satisfied (5)	52.8%	45.5%	66.7%	22.5%	73.5%	81.7%
Satisfied (4)	38.8%	43.4%	16.7%	77.5%	26.5%	18.3%
Neither satisfied nor dissatisfied (3)	5.0%	5.1%	16.7%	.0%	.0%	.0%
Dissatisfied (2)	1.6%	2.9%	.0%	.0%	.0%	.0%
Very dissatisfied (1)	.0%	.0%	.0%	.0%	.0%	.0%
Refused/no answer	1.8%	3.2%	.0%	.0%	.0%	.0%
Mean	4.5	4.4	4.5	4.2	4.7	4.8

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
(IF SATISFIED OR VERY SATISFIED): What makes you so satisfied with your library website experiences? (MULTIPLE RESPONSES)	N=127	N=71	N=4	N=4	N=6	N=4
Easy to use/user-friendly/easy/easy to navigate	30.9%	34.2%	.0%	45.0%	54.1%	21.1%
Able to find what I need/want	23.3%	20.4%	20.0%	.0%	26.5%	.0%
Convenient/accessible/accessible at any time	17.0%	11.6%	30.0%	55.0%	34.2%	.0%
Useful/access to many resources/a lot of information	16.2%	18.3%	50.0%	.0%	.0%	21.1%
Always works well/no problems with website	10.7%	12.2%	.0%	.0%	19.4%	.0%
Can search for books/reserve books	6.3%	9.5%	.0%	.0%	.0%	.0%
Let's you do things faster/fast	3.6%	5.2%	.0%	.0%	.0%	.0%
It's good/good service	3.3%	1.8%	20.0%	.0%	.0%	.0%
Other	7.8%	8.2%	.0%	22.5%	.0%	57.7%
Public libraries in general are outmoded, obsolete and no longer necessary as a public service.						
Strongly agree (5)	2.7%	3.3%	2.5%	.0%	2.6%	8.6%
Agree (4)	6.4%	6.9%	6.6%	12.3%	3.8%	5.2%
Neither agree nor disagree (3)	6.6%	4.4%	8.6%	11.4%	8.0%	26.0%
Disagree (2)	32.3%	31.3%	26.3%	52.8%	29.7%	20.7%
Strongly disagree (1)	49.9%	52.6%	54.5%	21.3%	50.0%	39.4%
Refused/no answer	2.1%	1.5%	1.6%	2.0%	5.8%	.0%
Mean	1.9	1.9	1.9	2.3	2.1	2.2

		Municipality				
	Total Sample	**Miami**	**Hialeah**	**Miami Gardens**	**Homestead**	**Miami Beach**
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
The Miami-Dade Public Libraries provide important services to people who don't have computers or Internet access.						
Strongly agree (5)	73.2%	78.7%	70.5%	49.5%	78.8%	63.7%
Agree (4)	21.3%	16.6%	23.8%	45.5%	18.0%	24.3%
Neither agree nor disagree (3)	1.8%	1.0%	3.3%	3.0%	.0%	12.0%
Disagree (2)	1.0%	1.2%	.0%	.0%	3.2%	.0%
Strongly disagree (1)	.7%	.6%	.0%	2.0%	.0%	.0%
Refused/no answer	2.0%	1.9%	2.5%	.0%	.0%	.0%
Mean	4.8	4.8	4.8	4.4	4.7	4.5
Public libraries add to my quality of life as a citizen of Miami-Dade County.						
Strongly agree (5)	55.5%	55.3%	63.5%	33.1%	53.6%	41.5%
Agree (4)	28.4%	30.5%	20.9%	50.3%	24.9%	18.0%
Neither agree nor disagree (3)	8.6%	6.8%	9.8%	5.1%	14.5%	22.4%
Disagree (2)	4.5%	4.0%	2.5%	11.6%	3.8%	18.1%
Strongly disagree (1)	1.1%	1.1%	1.6%	.0%	3.2%	.0%
Refused/no answer	1.9%	2.2%	1.6%	.0%	.0%	.0%
Mean	4.4	4.5	4.5	4.0	4.2	3.8
At the current property tax rate, the libraries will not have sufficient funding next year to maintain or improve the level of services. Moving forward, which of these actions would you support?						
Reduce the number of library branches, hours and services to bring library expenses in line with existing tax revenues	35.9%	39.1%	39.0%	46.2%	29.1%	52.0%
Raise the library tax between $25 and $30 per year for the average property tax-paying household	44.8%	41.7%	43.0%	40.1%	49.8%	23.9%
Refused/can't say/no answer	19.3%	19.3%	18.0%	13.6%	21.0%	24.1%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
Have you seen, read or heard anything in the news concerning funding for public library operation or expansion?						
Yes	35.5%	34.5%	36.9%	27.6%	30.2%	60.1%
No	63.2%	63.7%	61.1%	70.3%	69.8%	39.9%
Don't know/don't remember	1.3%	1.9%	2.0%	2.0%	.0%	.0%
(IF RESPONDENT HAD SEEN, READ OR HEARD ANYTHING IN THE NEWS): What have you seen or heard? (MULTIPLE RESPONSES)	N=218	N=113	N=19	N=11	N=9	N=15
Want/wanted to close some libraries	49.7%	54.6%	52.2%	63.1%	21.3%	45.5%
Trying to cut funding/cutting funds/cutting budget/cutbacks	25.0%	24.4%	6.7%	29.6%	.0%	40.0%
Lack of funding/not enough funding/need more money	17.9%	14.2%	26.7%	14.8%	12.6%	23.0%
Reducing library hours	10.8%	9.9%	14.4%	11.0%	12.6%	25.8%
Specific mention of Mayor/Commissioners/County	6.8%	7.0%	.0%	.0%	12.9%	.0%
Reducing library staff	5.9%	7.0%	4.5%	.0%	36.2%	.0%
Cutting services	4.7%	6.6%	4.5%	.0%	12.6%	.0%
Mentioned media vehicle instead of message	2.8%	3.3%	4.5%	.0%	8.6%	.0%
Other	9.7%	9.4%	23.3%	.0%	8.6%	.0%
Don't remember	1.2%	.7%	.0%	7.3%	.0%	.0%
Where do you turn MOST OFTEN to find out what is going on in Miami-Dade County?						
Television	57.8%	62.5%	72.2%	60.9%	61.1%	44.2%
Local newspapers printed on paper	17.6%	18.5%	6.1%	19.4%	14.2%	12.0%
Internet news sites	12.2%	9.3%	13.5%	11.3%	.0%	33.4%
Newspaper web sites	5.4%	4.5%	1.6%	3.2%	22.1%	5.1%
Radio	4.6%	3.2%	4.9%	5.2%	2.6%	.0%
News magazines	.4%	.0%	1.6%	.0%	.0%	.0%
Don't listen to/watch local media	2.1%	2.0%	.0%	.0%	.0%	5.2%

	Total Sample	Municipality				
		Miami	Hialeah	Miami Gardens	Homestead	Miami Beach
Total number of respondents	N=612	N=326	N=50	N=40	N=31	N=23
Age						
21 - 40	15.3%	17.0%	11.1%	12.5%	9.0%	24.0%
41 - 50	29.6%	25.7%	35.2%	36.4%	15.8%	25.1%
51 - 60	19.4%	20.7%	19.3%	16.2%	22.6%	21.5%
61 - 70	12.7%	12.1%	10.7%	7.2%	29.1%	20.6%
71+	12.8%	12.7%	14.8%	23.6%	3.8%	8.7%
Refused	10.1%	11.8%	9.0%	4.1%	19.7%	.0%
Do you own or rent the place where you live?						
Own	82.3%	79.0%	80.7%	91.6%	97.4%	68.9%
Rent	15.4%	17.7%	14.8%	8.4%	2.6%	31.1%
Refused	2.2%	3.3%	4.5%	.0%	.0%	.0%
Survey language						
English	56.2%	50.6%	13.5%	83.7%	71.3%	68.6%
Spanish	43.6%	49.4%	86.5%	13.1%	28.7%	31.4%
Creole	.2%	.0%	.0%	3.2%	.0%	.0%